

# THE TOOL BOX

A Bi-Monthly Newsletter for Herc Rentals Professional Technicians

## Field Pump Stops Working Properly, Technician Surprised by Impediment

Ronald Mire, a field technician at our Baton Rouge, LA, branch and Team Herc member for 29 years, has seen it all when it comes to malfunctioning equipment, but nothing prepared him for what he encountered when visiting a jobsite in a Louisiana bayou.

Mire was called out to work on a 12-inch pump for a customer on Bayou Manchac, located just outside Baton Rouge. Certified as a Deutz engine specialist as well as certified in the repair of Cornell and Pioneer pumps, Mire arrived on scene and watched as the customer tried to use a pump to drain water from the bayou to fill up his rice fields.

“The pump was working okay at first but after a few minutes, the water slowed to a trickle,” the customer told Mire.

Knowing there’s a strainer at the end of the hose and that it was unlikely to be a clog elsewhere, Mire followed the hose to its end. Once he located it, he attempted to lift it out of the bayou. It wouldn’t budge.

Seeking a solution, Mire had a backhoe brought in to help lift the hose out of the water. What Mire found attached to the strainer was a big surprise – a dead eight-foot alligator.

While Mire enjoys working on pumps, he doubts he’ll ever experience anything like that again. “It was pretty wild,” he said.



Ronald Mire, Field Service Technician B

## Adam Bland Joins Albuquerque Team; Makes Immediate Impact

Adam Bland has been fixing things most of his life so when he joined Team Herc at our Albuquerque, NM, branch four months ago as one of its two field service technicians, he didn’t need to learn to walk before he started running.

“In just two months, he’s already made a positive impact on our equipment,” said Albuquerque Branch Manager Jim Hensley.

With 24 years of experience as a field service technician and an A Mechanic, there isn’t much Bland hasn’t seen or done when it comes to repairing equipment.

“He loves when he encounters a new problem with equipment,” adding that Bland enjoys working on loaders and excavators the most.

Obsessed by always having new tools for the job, Bland said his favorite repair job was working on a crane that had been struck by lightning.

“It gave me the chance to use a multimeter which I had never used before,” Bland said.



Adam Bland, A Mechanic

## Connecticut Technician Nick Leonard Leads by Example

It’s never easy leading a group of wildly different personalities, but Nick Leonard, shop supervisor at our North Haven, CT, branch, does so by demonstrating an unparalleled work ethic, said North Haven Branch Manager Rick Palmieri.

“Nick goes above and beyond what his job requires him to do. Not only does he run a tight shop and turn out great equipment, if he needs to hop in the truck and deliver equipment to a customer, he has no problem doing it to keep our customers happy.”

Leonard has been with the company for eight years and has earned the respect of our customers. “He’s always available and is the first person at the branch in the morning and one of the last guys to leave in the afternoon.”

“Nick is very passionate about what he does, and it shows. I think I speak for everyone at our branch, from the yard guy to the sales reps, when I say he has made this branch what it is today. We are all very fortunate to get to work alongside him every day.”

# TECHNICIAN SPOTLIGHT

## Phil Mazur

**Job Title:** A Mechanic

**Branch:** Pittsburgh, PA (*ProSolutions*)

**Years at Herc Rentals:** 10 Years

**Certifications:** EPA (air-conditioning, freon) and CDL

**Fun Fact:** Phil is an accomplished keyboard player.

**Favorite Piece of Gear to Work On:** Anything that has to do with power generation; from generators and power distribution to load banks.

**Biggest Accomplishment:** During the mid-1980s, Mazur was a part of the quality control team for Boeing during the building of Northrop Grumman's B-2 Spirit, also known as the Stealth Bomber. As part of an industry team led by Northrop, Boeing built the outboard portion of the B-2 stealth bomber wing, the aft center fuselage section, landing gears, fuel system and weapons delivery system.

At its peak in 1991, the B-2 was the largest military program at Boeing, with Mazur being one of about 10,000 people working on the aircraft. During this time, Mazur was tasked to travel the world and assist with rebuilding a hydraulic rivet machine that increased the overall production quality of the B-2. By doing so, he saved Boeing millions by not having to replace or ship the machines back to the United States for repairs.

**Any Story or Experience to Share:** Mazur is a 14-year Army veteran who spent seven years with the Army Corps of Engineers and seven years with Army Aviation. He was also a maintenance engineer for Boeing.

## Jose Cruz

**Job Title:** Master A Mechanic

**Branch:** Apex, NC

**Years at Herc Rentals:** 12 Years

**Certifications:** Welding, Fabrication, Diesel Engines

**Favorite Part of the Job:** "I love diagnosing what's wrong with a piece of equipment and then taking on the challenge of fixing it."

**Fun Fact:** Jose is from Peru in South America

**Favorite Piece of Equipment to Work On:** Large excavators

**Accomplishments:** "Jose is a hard-working member of Team Herc no matter what kind of environment he's in," said Branch Manager Jeff Summerlin.



## Wrench to Worksite Coverage

Welcome to The Toolbox. The purpose of this newsletter is to highlight our mechanics who make our company a success. Do you have a cool story from the field? Does a fellow tech deserve some praise for going above and beyond the call of duty? If you have items to share, email us at [fieldsupportcommunications@hercrentals.com](mailto:fieldsupportcommunications@hercrentals.com). Just add your name and phone number in case we need to reach you.

## Safety Tip:

### Technicians Moving Away from Wood Cribbing

Cribbing is arguably the most overlooked and often underused piece of equipment maintenance and delivery.

We can all agree that wooden cribbing is inexpensive, easy to come by, and generally has gotten the job done when it comes to elevating and supporting heavy equipment during repairs or maintenance. Although some of your locations still have examples of “just in case” wood cribbing blocks or 4x4 blocks, we are moving towards the elimination of wood cribbing.

We start by asking: Do the benefits of wood cribbing outweigh the risk? Some concerns of wooden cribbing are its unknown weight capacity, porosity, and UV exposure.

- **Weight Capacity:** How much weight wooden cribbing can hold, brace, or block is the big unknown. Wooden cribbing naturally has cracks, splits, and knots within the make-up that can go unseen. All wood is different from growth rate to growth pattern, meaning weight capacity and life expectancy are 100% unknown.
- **Porosity:** Wooden cribbing is a porous material allowing fluids to penetrate and alter the weight capacity and life expectancy of the cribbing.
- **UV Exposure:** UV light and wooden cribbing do not mix. UV lighting dries wooden cribbing allowing internal cracks, splits, and knots to weaken. In most cases, by the time you see the crack, split, or knot it's too late.

What should we use and what's the safest option?

Plastic cribbing is always the best and safest option. Plastic cribbing is an engineered product with a known weight capacity and identification tag. Plastic cribbing is non-porous and is not affected by exposure to fluids. UV lighting exposure does not weaken or alter plastic cribbing capacities.

Turtle Plastics Cribbing, which also comes as dimensional lumber, can be found and ordered within Oracle.

## Superior Service and Positive Attitude Drives Shirley for 21 Years and Counting

As the shop supervisor at our branch in Atlanta, GA, Lynn Shirley knows the importance of superior customer service.

Certified as an A Mechanic, Class A Road Tech and holding a Class A CDL, Shirley is frequently praised by our customers, Branch Manager Scott Goodall said. “Our customers love him.”

So do his co-workers.

“He's one of the most versatile teammates I've ever had on my team,” said SE Region RVP Matthew Smith. “This all starts with his willingness to show up whenever needed and then his ability to perform any complex task we throw his way. More importantly, Lynn does everything with an infectiously positive attitude which makes others around him better.”

Atlanta Pool Central Operations Manager Jason Magnus said Shirley makes him want to be a better manager. “Lynn has the ability and willingness to learn and to teach. He's the epitome of the ‘fire in the belly’ mentality and displays it every day. He deserves recognition.”

As a member of Team Herc for 21 years, Shirley is known by his frequent use of two words – “Yes, Sir,” RVP Smith added. “He uses those two words frequently because no matter the task, he will get it done. I'm excited to see his career progress to a leadership position.”



**Tremayne Snow**, District Manager and **Lynn Shirley**, Shop Supervisor

## Technician to Professional Driver: Dedication & Hard Work Lead to Promotion



**John Huerta**, Professional Driver

John Huerta has been on a roll since joining Team Herc.

Chet Cushing, the branch manager at our Sparks, NV, location, said Huerta came on board and initially served as a yard worker and Class B Rollback driver.

“Before long, Huerta assumed dual roles as a C Mechanic with a service van along with his continued Class B Rollback work.” Then, when the branch's CDL driver position opened up, management at the Sparks branch singled Huerta out and offered to help him with training for his CDL. “The idea behind it was simple. “We want to promote from within.”

It was the first time in at least 23 years that anyone at the branch transitioned from technician to driver, Cushing explained. Huerta's dedication made him the ideal candidate for promotion.

“John has always had an excellent work ethic. He's always willing to go the extra mile, improving himself and the branch's prospects.”

Richard Bartee, the Sparks' branch's service manager, said he's proud of Huerta's accomplishments.

“In late October, he made his first oversized load delivery. He moved a Volvo 220 twice to two different job locations.”

Huerta said he's grateful for the opportunity to prove himself. “I've learned a lot since my transition to a CDL driver. I'm learning more and more every day. A lot of credit goes to (Sparks' Legacy Driver) Travis Patterson. He put a lot of time and energy in training me and he continues offering his help every day.”



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**Herc Rentals Technicians Open Positions:**

POSITION TITLE	LOCATION	RECRUITER
Mechanic A	Fort McMurray, AB	Gabrielle Grimblat: 780-400-0946
Mechanic A	Benicia, CA	Joshua McEwen: 916-330-6509
Mechanic A	Saint John, NB	Gabrielle Grimblat: 780-400-0946
Mechanic A	Fort McMurray, AB	Gabrielle Grimblat: 780-400-0946
Mechanic A	Beaumont, TX	Tara O'Connor: 973-575-2424
Mechanic A	Charleston, SC	Maya Mongo: 470-498-4820
Mechanic A	Sanford, FL	Samantha Hall: 239-301-1075
Mechanic A	Orlando, FL	Samantha Hall: 239-301-1075
Mechanic A	Bedford Heights, OH	Tara O'Connor: 973-575-2424
Mechanic A	Columbus, OH	Tara O'Connor: 973-575-2424
Mechanic A	Ukiah, CA	Joshua McEwen: 916-330-6509
Mechanic A	Des Moines, WA	Brittanie Phelan: 206-934-5740

POSITION TITLE	LOCATION	RECRUITER
Mechanic A	Union City, CA	Joshua McEwen: 916-330-6509
Mechanic A	Union City, CA	Joshua McEwen: 916-330-6509
Mechanic A	Moses Lake, WA	Brittanie Phelan: 206-934-5740
Mechanic A	Austin, TX	Danielle Pearsall: 816-480-2152
Mechanic A	Dallas, TX	Danielle Pearsall: 816-480-2152
Mechanic A	Houston, TX	Danielle Pearsall: 816-480-2152
Mechanic A	San Antonio, TX	Danielle Pearsall: 816-480-2152
Mechanic A	Albuquerque, NM	Brittanie Phelan: 206-934-5740
Mechanic A	Mobile, AL	Samantha Hall: 239-301-1075
Mechanic A	Baton Rouge, LA	Samantha Hall: 239-301-1075
Mechanic A	Baton Rouge, LA	Samantha Hall: 239-301-1075

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